

You can let people know your thoughts or make a complaint through the **MOMO (Mind Of My Own)** app which is available at [www.mindofmyown.org.uk](http://www.mindofmyown.org.uk) It is free to download and lets you send a message straight to your social worker.

The **Devon Children in Care Council** has a useful website called **Stand Up Speak Up** [www.standupspeakup.org.uk](http://www.standupspeakup.org.uk) which lets you make a complaint online. It also gives you details of lots of other national organisations who may be able to help you with your complaint. These include **Childline**, **NYAS (National Youth Advocacy Service)**, **The Who Cares Trust** and more. The website also has details about the **Participation Team** at Devon County Council who help make sure children's voices get heard.

Devon County Council also has a **Customer Relations Team** in Exeter who can listen and help you with your complaint. You can write to them, send an email or telephone:

**Customer Relations Team**  
**Room 120, Devon County Council**  
**County Hall, Topsham Road**  
**Exeter, EX2 4QD**  
Telephone: **0800 212 783**  
Email: [customer.relations@devon.gov.uk](mailto:customer.relations@devon.gov.uk)  
Web: [www.devon.gov.uk/feedback](http://www.devon.gov.uk/feedback)

If you need urgent help and want to make a complaint during an evening or weekend you can call the **Emergency Duty Team** on **0345 6000 388** and they will help you.

Fostering Devon, May 2017



Who to speak to  
if you are unhappy  
about something  
and want to make  
a complaint

Guide for children and young  
people in foster care

If you feel unhappy about something, there are lots of people who will listen to you and try to help.

If you can, try talking to your foster carer who should be able to help and support you. Alternatively you could talk to a family member, a trusted friend or an adult that you know, perhaps your teacher.

If you decide that you want to make a complaint about something that is worrying you, there are lots of ways to do this...

- ▶ Your **Social Worker** is there to support you and make sure that you are safe and well. You can talk to your social worker if you have any problems while you are in care. If you are not sure how to contact your social worker you can ask your foster carer to help or you can telephone **01392 383000** and ask for them by name.
- ▶ Your foster carer has a **Supervising Social Worker** who visits them regularly. You can talk to them if you need help or want to make a complaint about something.
- ▶ You also have an **Independent Reviewing Officer** who is there to help you achieve everything you can and to make sure that your care plan is the right one for you. They will chat with you before meetings to hear what you have to say about your care. You may also have access to an **Advocate** who is an independent person who will help you have your say at meetings. You can share your worries with these people.

